

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Robert Joyce	Art Unit:	3689
Serial No.:	10/687,956	Confirmation No.:	9862
Filed:	October 17, 2003	Examiner:	Riviere, Heidi M.
For:	METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT WITH A CUSTOMER INTERACTION SYSTEM		

Attorney
Docket No.: 0600-96759

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In conjunction with the RCE submitted herewith and in response to the Office Action mailed on November 24, 2008, applicant requests that this application be amended as follows: